



UNION CARPENTERS

Q: Why should I hire a contractor who's affiliated with the United Brotherhood of Carpenters (UBC)?

A: These contractors, by using union employees, are demonstrating their smart business sense by taking the time and effort to provide the best-trained carpenters for your project. These contractors recognize the cost/value benefit of working with skilled, experienced professionals. Through their affiliation, these contractors pledge to support the UBC's mandate of superior customer service and commitment to do whatever it takes to meet a customer's standards for excellence.

Q: What difference does it make if I hire a contractor using union labor versus one that doesn't?

A: Training. Every union carpenter benefits from the UBC's unmatched \$100 million annual training program. So, union contractors use only carpenters who have the best equipment, teachers and facilities at their disposal to create superior skills. Training is a top priority for union carpenters, and members can access a variety of training all year through. The result: a local work force that keeps projects productive, which in turn supports a prosperous, stable economy.

Q: Doesn't union labor drive up the cost of a project?

A: Union carpenter wages do cost a bit more than a nonunion shop, but a second

look at the numbers provides a different picture. Savings disappear when work needs to be done – and paid for – two and three times because the labor isn't skilled enough to do the work right the first time. This fact creates an indisputable cost/value benefit to your project budget when you use union workers. Here's why: Because union professionals are highly trained, the job is done right the first time, saving the time and material it would normally take to re-do the work. To add to the benefit, consider how much time and money is saved by not having to recruit, hire, train and complete administrative overhead work, since the union administers health and pension benefits. Finally, because our training and experience creates a safer work site, costs associated with accidents are reduced.

Q: My projects are all over the area. Are union employees available?

A: Not only are they available, but they are easily accessible. When you work with union carpenters, you make one call; we assemble the work force you need and deliver it anywhere you need it, for as long as you need it.

Q: Will my project be subjected to work slowdowns or jurisdictional disputes?

A: No. The Construction Employers Association and the carpenters union wish to be true partners in your project, and we strive to make it easy to do business with us. If there are problems, we will work with you to solve them while we keep your project on track.

Q: What happens if I use other subcontractors who don't use union workers?

A: While we believe that union professionals are better trained, more productive, more competitive and more safety-conscious than nonunion workers, we won't hold you responsible for choices made by other subcontractors. Our job is to make sure that your job is done right. Our commitment is to you, and we won't engage in any activities that interfere with doing the job you hired us to do.

Q: What if a union worker's job performance just doesn't measure up?

A: We will not protect a worker who does not meet industry standards. We will replace that worker with a professional who displays our mandate for professionalism, as long as replacing that worker is not a violation of applicable law. Along that same thought, we also have a recall policy, so if there's someone whose work you especially like, we'll do everything we can to make sure he or she is assigned to your next project.

CUSTOMER FAQ



UNION CARPENTERS

Q: Will the union try to manage my job?

A: No. We leave that to you. We focus on providing the best manpower available for your project.

Q: What if my project has special requirements?

A: Remember that training is our foundation, so if a special requirement surfaces, Construction Employers Association or union representatives will provide special training. We believe no one trains as well as union-based instructors, and we think that our no-nonsense approach to training is the value behind the men and women who get your project completed on time and on budget.

Q: What kind of training is provided to union contractors?

A: Contractors have an open door to any training program that the carpenters union or the Construction Employers Association provides. Apprentices and journeymen each have a host of courses available to them during the day, evening and weekends.

Q: Are classes only offered at the training centers?

A: On-site training programs are available, including on-site safety training for all members of a work site, because we believe a safe work site means a productive work force.

Q: What about training for foremen and superintendents?

A: Leadership training is available for both positions. For foremen, training focuses on leadership skills, motivating workers, communicating effectively and solving problems. Superintendent training creates leaders who are able to plan, schedule and understand contracts; control costs; and handle changes, claims and negotiations. Both programs also strengthen practical skills like accident prevention, project management, loss control and productivity.

Q: Why the big push for training?

A: Training is the key to a successful local construction industry, because it keeps projects moving forward. The Ohio and Vicinity Regional Council of Carpenters and the Construction Employers Association embrace a professional responsibility to offer top-quality training to our members and our partnering contractors. We teach our members to view themselves as partners in a project's success, and to take pride in every aspect of their work, from personal appearance to leaving a clean work site when the job is through.

Q: Why should I trust this "cooperative" tone of the carpenters union?

A: Consider what you're reading right now. We are putting our promises in writing. We consider ourselves a partner in the Northeast Ohio construction industry. We understand the competitive nature of your work and believe that cooperation and partnerships are the keys to success. It's in everyone's best interest for us to help make the industry productive, prosperous and respected. Our ability to work with you and the quality of our members' performance will convince you that a partnership with a union contractor is a sound business decision.



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REJUVENATING FOR A STRONGER OHIO**

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